Sustainability

Sustainability Management
Environmental
Social
Governance

Hanwha's Commitment to Sustainability

Hanwha's sustainable management to build a 100-year-old company

As a responsible corporate citizen, Hanwha believes what we do today will have an impact on the world tomorrow. To help individuals, society and the planet grow sustainably, we are leading worldwide bold innovation by creating transformative solutions for economic, environmental and social issues with our businesses, technology and social choices. With a firm belief in "Going Further Together," we will create a better future for everyone by engaging in fair and ethical business practices while committing to mutually beneficial relationships with our employees, customers, business partners and communities.

Hanwha's ESG Vision and Strategy

Creating values with ESG activities

We pursue growth that creates sustainable values wi
customers, shareholders, business partners, employ
Hanwha are working together to introduce sustai
we practice sound and responsible management by
Social and Governance) initiatives. Taking a step bey
to fully internalize our ESG values, which will allow u
environment and society, while strengthening our g
industry.

Key ESG Activities

ENVIRONMENTAL

Expanding clean technology
- Solar energy
- Wind energy
- Hydrogen energy

Creating an eco-friendly industrial ecosystem
- Circular economy
- Coal-free financing

Establishing environmental management
- K-RE100
- Eco-friendly workplace
- Eco-friendly vehicle operation

SOCIAL

Ensuring employee rights and healthy work environments
- Right to rest breaks
- Human rights promotion
- Work environment improvement
- Grievance management

Creating customer satisfaction and mutual trust
- Quality management
- Customer rights promotion
- Customer protection
- Support for vulnerable consumer groups

Supporting business partner sustainable growth
- Fair trade
- Win-win growth
- Safety and health

Cooperating for win-win growth of communities
- Education support
- Business support
- Technology support

GOVERNAN

Transparent management system
- Board independence
- Board diversity

Ethics and comp management sy
- Internalization o values
- Global compl standards

ESG Management Governance

Strengthening ESG management

In 2021, to promote deeper understanding and encourage full implementation of ESG management, Hanwha established ESG committees for each of our seven listed affiliate companies and two non-listed affiliate companies. As the highest decision-making body overseeing ESG management activities, our ESG Committees develop basic ESG-centric policies and strategies as well as review our mid- to long-term goals of responding to climate change, ensuring workplace safety, fulfilling social responsibilities and increasing stakeholder engagement and governance.

In order to encourage more diverse and professional discussions about ESG, more than two-thirds or all of members of each committee are outside directors. The Hanwha Group ESG Committee works to improve the ESG-management system within Hanwha Group and to support affiliate ESG-management activities by helping establish strategies for each business area, sharing information and providing professional training in ESG-related seminars and workshops.

Hanwha affiliates with an ESG Committee*

Hanwha Group | Hanwha Corporation | Hanwha Solutions
Hanwha Aerospace | Hanwha Systems | Hanwha Life
Hanwha General Insurance | Hanwha Investment & Securities
Hanwha Asset Management | Hanwha Energy | Hanwha Ocean

* As of June 2024

ESG Management Performance

Earning Grade A ESG ratings

Through our efforts to actively implement ESG man
Grade A rating for five of the listed Hanwha comp
social, and governance (ESG) ratings conducted by t
Service (KCGS). In the environmental category, eigh
Hanwha Life, received a Grade A for excellent re
In the social category, six of our companies, includin
Hanwha Life, received a Grade A+ for work in soc
stakeholder communications. Hanwha Solution
the third consecutive year by the CDP (formerly the
global nonprofit organization, for our carbon emissi
earning a Grade A– for leadership in responding to c
achievements, Hanwha Solutions received awa
2023 CDP Korea Awards, including the Carbon Mana
was given to the top six companies. Hanwha Cor
Aerospace also earned a Grade A– from the CDP
Management Sector Honors, recognizing our leader
sector.

Hanwha Support for UN Sustainable Development Goals

Collaborating to support UN SDGs

Hanwha is a firm supporter of UN SDGs, particularly those we can directly address through our business, technology and social impact activities. Our primary areas of focus are SDG 7 (Affordable and Clean Energy), SDG 8 (Decent Work and Economic Growth), SDG 12 (Responsible Consumption and Production), SDG 13 (Climate Action) and SDG 17 (Partnerships for the Goals). We are actively engaged in each ESG area, working together to achieve a sustainable future for humankind.

Affordable and Clean Energy

- Solar energy
- Hydrogen energy
- Wind energy
- Eco-friendly mobility
- Coal-free financing declaration

Responsible Consumption and Production

- Research and development of eco-friendly materials and plastics (such as Plastics-to-Chemicals, ECO-DEHCH plasticizer, bioplastics and more)
- Research on effective methods for storing and utilizing natural resources (Research focused on improving LNG efficiency, such as reducing evaporation rate, preventing methane slip, and re-liquefaction)
- Implementing consistent and structured procedures for managing hazardous substances

ENVIRONMENTAL

We are taking on environmental challenges and pursuing technologies that make a difference

In a range of industries, including manufacturing, finance, retail, and s
new business model that responds effectively to environmental issue
future. By utilizing our technologies and capabilities spanning clean e
economy development, and energy use and carbon emission reducti
is proactively pursuing eco-friendly management to minimize enviro
greenhouse gas emissions.

Expanding Eco-Friendly Technology

Creating an Eco-Friendly Industrial Ecosystem

Improving Environn Management

Expanding Eco-Friendly Technology

We are leading the way in renewable energy markets including solar, hydrogen, and wind po
our cutting-edge technology and production capacity, we are developing a range of new, in
models in response to the evolving electricity market as we endeavor to become a total ene
provider in all clean energy arenas.

Solar energy

Through our portfolio of cutting-edge solar solutions, Hanwha Solutions Qcells Division has established itself as a leader in solar modules across major renewable energy markets worldwide. In addition, we provide financial solutions including residential solar financing and RE100 consulting services for domestic companies committed to achieving RE100 in Korea, expanding our business horizons. By setting new standards in the efficiency of next-generation perovskite-silicon tandem cells and modules, we are enhancing the efficiency of solar energy and contributing to the expansion of renewable energy.

Hydrogen energy

Generated with renewable energy such as solar or wind power, green hydrogen is one of the most eco-friendly energy sources and does not emit carbon in the production process. In addition to green hydrogen production, we are building a comprehensive value chain of hydrogen—one that encompasses everything from production and storage to delivery and utilization. Our advanced technology, capabilities, and experience will produce high-quality hydrogen and provide the ultimate eco-friendly energy at a reasonable price.

Wind energy

With our deep enginee
construction (EPC) exp
complexes, such as the
25MW farm in Jeju Sum
Suri, we are cultivating
establishing a forward-
development and oper
investment. We are exp
offshore wind farms in
Ocean is currently co
Wind Turbine Installatio
to install 15MW ultra-la
locations. We are also e
offshore wind power su
substations for global e
South Korean market.

Creating an Eco-Friendly Industrial Ecosystem

Hanwha is creating an eco-friendly industrial ecosystem by harnessing world-class green tec
We produce eco-friendly products, including plastics that won't harm nature, as well as plastici
environmental hormones. In addition, we focus on commercializing technologies that promot
while simultaneously reducing greenhouse gas emissions. We are also building a circular econo
plastic-to-chemicals technologies beyond mere recycling of petroleum-based materials such a
we are expanding eco-friendly investments with coal-free financing while also promoting carb

Developing eco-friendly technologies and products

We are striving to develop eco-friendly technologies and products that minimize environmental impact and reduce greenhouse gas emissions. Hanwha Solutions Chemical Division has developed eco-friendly phthalate-free plasticizers and successfully completed their verification and registration through rigorous toxicity tests. Additionally, we are advancing eco-friendly mobility by developing hydrogen fuel tank technology using ultra-light composite materials. In line with our commitment to realizing a circular economy, we obtained Global Recycled Standard (GRS) certification for recycled polyethylene (rPE) and, as of the end of 2023, achieved International Sustainability & Carbon Certification (ISCC) PLUS for ten products, including EVA, PVC, caustic soda, and chlorine. Four of Hanwha Solutions Qcells Division's solar module products also received EPEAT Bronze eco-friendly certification, reflecting our focus on developing products aligned with environmental policies.

These efforts are part of our broader strategy to proactively respond to low-carbon policies in major markets, including the U.S. and the European Union. Hanwha Solutions plans to continue developing eco-friendly technologies and expanding certifications to actively comply with global environmental regulations. Additionally, **Hanwha TotalEnergies Petrochemical** has been developing and supplying phthalate- and BPA-free polypropylene materials to support the widespread adoption of eco-friendly products.

* Acquired EU REACH compliance and certified by EU Food Contact Materials

Hanwha Ocean ha
as a bridge fuel that ca
free world by commer
re-liquefaction techno
LNG fuel tanks, which
gas operations. In addi
Device), including an a
industry's first localize
contribute to reducing
maximizing ship opera

Building a circular economy

We aim to create a circular economy that works. First, we are improving the efficiency of resource use throughout the production process, from acquiring raw materials to the actual consumption of products. We salvage resources as much as possible through recycling after use and will lead the way to a plastics circular economy with our differentiated technologies, including plastics-to-chemicals (PTC) technologies for waste plastics and bioplastics. Hanwha Solutions Chemical Division is establishing a commercial plant to convert waste plastics into raw materials using PTC technology. We are also developing bioplastic production technology using biomass-based raw materials with the eventual goal of full-fledged commercial production.

Practicing coal-free financing

Hanwha's six financial affiliates, including Hanwha Life, jointly announced commitments to support carbon-free power and are instituting practical ways to reduce carbon emissions through financial choices. The financial affiliates all agreed to refuse to fund construction of any coal-fired power plants or underwrite bonds issued by special purpose companies (SPCs) that have been established to build coal-powered plants locally or abroad. The affiliates will also refuse to underwrite general bonds that would finance construction of coal-fired plants. In addition, the companies promise to expand investments in environmentally friendly assets, such as renewable energy sources. We are leading change in investment standards and supporting the transition to eco-friendly energy through coal-free financing.

Improving Environmental Management

At Hanwha, we are increasing our use of low-carbon energy and minimizing environmenta stages of corporate management to sharpen our response to climate change. We are activel range of international and national initiatives to reduce energy and carbon emissions. Some are practicing low-carbon and eco-friendly management, such as installing solar power gene business sites while also expanding their use of renewable energy.

Commitment to the K-RE100 and K-EV100 initiatives

Hanwha Solutions Qcells Division declared its participation in K-RE100*, the first for a South Korean renewable energy company. By 2050, we plan to replace 100% of our electricity usage with renewable energy. Hanwha Solutions and **Hanwha TotalEnergies Petrochemical** joined in the K-EV100 campaign to convert 100% of owned or leased corporate vehicles to electric or hydrogen vehicles by 2030.

* K-RE100: A voluntary campaign to replace 100% of electricity used by companies with renewable energy such as solar and wind power

Recycling solar panels

Solar panel installation is rapidly increasing owing to global interest and investments in solar energy. Accordingly, concerns are growing about the carbon dioxide generated during solar module production and how to dispose of solar panel waste. Hanwha is working to solve waste issues and contribute to a circular economy through the reuse and recycling of solar modules. As a responsible solar energy producer, Hanwha Solutions Qcells Division is responding to an extended producer responsibility (EPR) program for solar panels that will be implemented starting in 2023 by establishing a waste panel recycling system and eco-friendly recycling.

Operating eco-frie

Every individual Hanu carbon, eco-friendly o sustainability and mini of business sites and fa Headquarters building use it for office lightin system and solar panel also use electricity ger business sites around t Hanwha Life Life Pa data center, Hanwha Galleria Luxury Hall. Go low-carbon and eco-fr workplaces by building facilities, including sola

Advocating Eco-Friendly Values

As a world-class solar energy enterprise, our mission is to achieve sustainable growth by shar values. That's why we are committed to eco-friendly programs and invite people to join the through activities that counteract climate change and help the environment. With campaign Solar Forest, Making a Clean School, Solar Beehive, Clean Up Mekong and more, we are not energy, we are also making a difference.

Hanwha Solar Forest

Since 2011, the Hanwha Solar Forest campaign has planted approximately 538,000 trees across 11 locations in South Korea, Mongolia, and China, creating forests that total 1.47 million square meters, the equivalent of 200 soccer fields. The defining feature of the Hanwha Solar Forest campaign that sets it apart from similar projects is its use of solar energy to power its own nurseries. Solar energy supports clean water supply, temperature, and humidity control, while providing the lighting needed to nurture saplings — all resulting in a more environmentally friendly, carbon-neutral forest. This natural climate solution reduces the impact of desertification, removes carbon dioxide from the atmosphere, and helps keep water and the air clean while preventing soil runoff. With the support of our Solar Forest app, the public is able to engage with the project, which helps encourage eco-friendly action and raises aware

As a result of Hanwh Forest — the world's f solar energy developm — was introduced as a United Nations Conver (UNCCD). It was also ci corporate partnership Sustainable Developm the UN's High-Level Po the first Korean compa Forum's (WEF) 1t.org i movement of global c climate activists that ai grow one trillion trees Decade on Ecosystem

Making a Clean School campaign

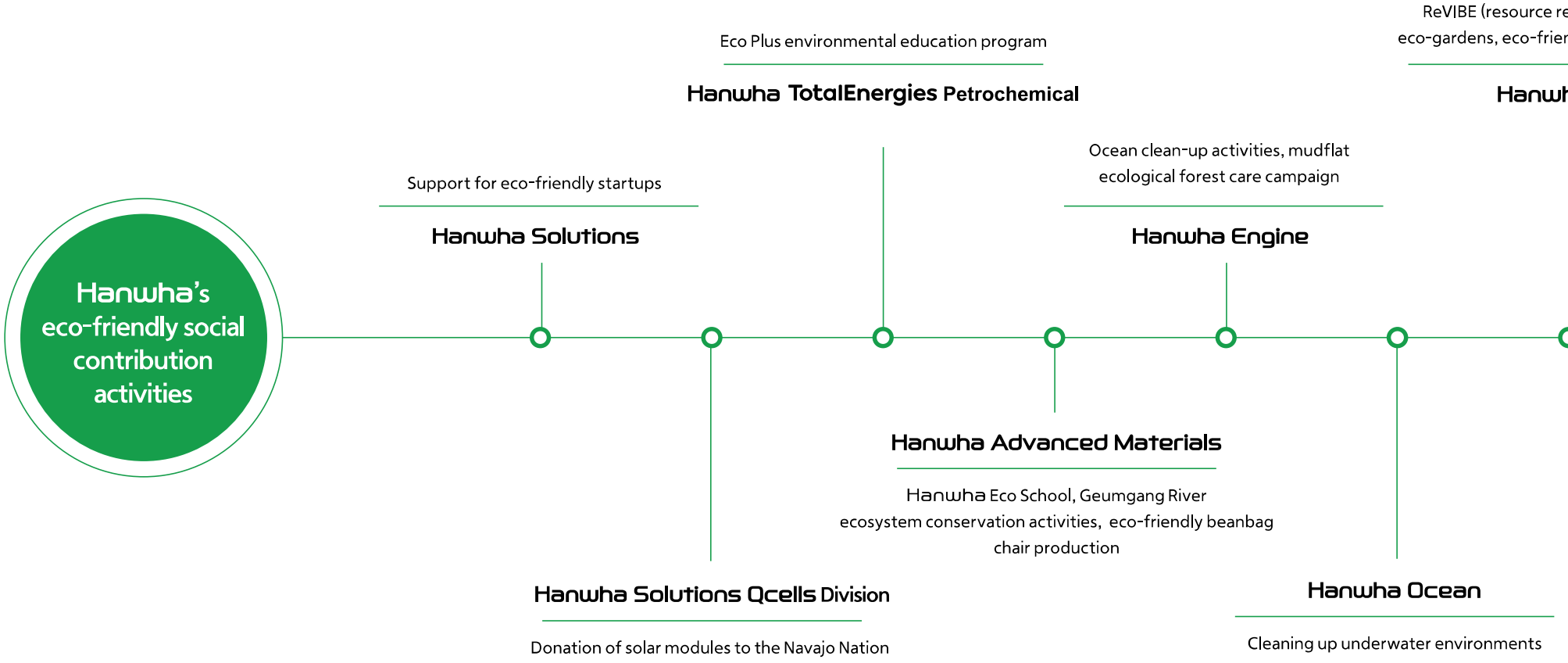
Since 2011, the Hanwha Happy Sunshine project has donated solar power generation systems to welfare centers across South Korea to help them save on utility bills. In 2022, we launched the Making a Clean School campaign for elementary schools by renewing the program. This campaign is designed to create a school where students can enjoy clean and healthy environments by addressing climate change and air pollution caused by fine dust and harmful substances in an eco-friendly way. Selected schools for the campaign are supported in various ways: with solar power generation facilities that produce eco-friendly electricity; green walls covered with vegetation that purify indoor air; air shower fans and purifier and window ventilators that reduce indoor fine dust; air quality monitoring devices and green education. Now in its third year in 2024, the campaign has supported 15 elementary schools across the country with relevant devices over the past three years to improve air quality.

Solar Beehive campaign

In May 2022, Hanwha unveiled South Korea's first-ever Solar Beehive, a photovoltaic low-carbon solar beehive that uses electricity generated from solar energy. The damaging effects of the climate crisis around the globe have significantly reduced bee populations, the world's most important pollinators. Through this project, we aim to increase bee populations by maintaining a stable environment for growth while promoting the importance of preserving biodiversity. Solar panels installed on top of the Solar Beehive generate electricity used to automatically monitor and control the temperature, humidity, water and food inside the structure. The beehive also contains a smart system that monitors and controls this data in real time through an app. We installed the Solar Beehive at the Korea National University of Agriculture and Fisheries (KNUAF) as a part of its pilot program. The 40,000 or so bees that live in the Solar Beehive help pollinate fruit trees on campus and vegetation in nearby wooded areas. The program also collects data on bee population growth and activities, which was previously made public via a website for anyone doing research into bees.

Clean Up Mekong c

Hanwha launched th
to help address water
ongoing environmenta
solar-powered boats t
Mekong River before t
Pacific Ocean. The boa
waste daily without dis


Hanwha's eco-friendly social contribution activities
Support for eco-friendly startups
Hanwha Solutions
Hanwha Solutions Qcells Division
Donation of solar modules to the Navajo Nation
Eco Plus environmental education program
Hanwha TotalEnergies Petrochemical
Hanwha Advanced Materials
Hanwha Eco School, Geumgang River ecosystem conservation activities, eco-friendly beanbag chair production
Ocean clean-up activities, mudflat ecological forest care campaign
Hanwha Engine
Hanwha Ocean
Cleaning up underwater environments
ReVIBE (resource re
eco-gardens, eco-frier
Hanwh

SOCIAL

We create a values-driven business ecosystem where everybody wins

At Hanwha, we believe that our employees, business partners, cus
share common values. We respect the rights of our employees and a
work-life balance as we pursue shared growth through cooperation
We strive to create value for our customers, build a positive reputati
working to solve community issues. Moving forward, we will continu
and inclusive growth, enhancing the lives of all stakeholders through

Talent Management

Shared Growth Management

Customer-Cente Management

Talent Management

Our most valuable asset is the talent of our creative and passionate workforce. These innovati
sustainable growth and are the foundation for Hanwha's development and success. We nurt
operating fair and sound personnel and education programs to help them grow into globally re
a resilient spirit, unwavering dedication, and integrity. We deeply value individual rights and em
fostering a flexible organizational culture that empowers our employees to thrive while achiev

Talent that embraces challenge, dedication and integrity

Hanwha looks for talented people who share our core values, which include embracing challenge, dedication and integrity, and who can act on those values. We are committed to identifying and nurturing highly motivated people with a challenging spirit who pursue best results from change and innovation instead of settling for existing standards; who demonstrate dedication and try their best for the greater good while believing in relationships with companies, customers and colleagues; and who act appropriately with integrity based on principles and a sense of pride.

Hanwha's Ideal Talent

CHALLENGE

People with a Challenging Spirit

Instead of settling for existing standards, people with the spirit of a challenger pursue the best that can come from change and innovation

- They actively work on becoming the best possible professionals in their areas
- They find new opportunities and methods with open minds and creative thinking
- They set and achieve challenging goals with a "can do" spirit

DEDICATION

People with Dedication

People who demonstrate dedication and try their best for the greater good while believing in relationships with companies, customers and colleagues

- They think about "we" first and make common goals a priority
- They value promises made to customers and continually create customer value
- They work together with team spirit and believe in their colleagues

Nurturing top talent

Hanwha is boldly investing in a well-grounded personnel system to recruit and nurture talented people who can lead us to achieve our milestone of 100 successful years in business. We offer professional development for our global talent through training programs for specific jobs and positions. Our Hanwha Pre-Manager Program (HPMP), designed for all new Group employees, offers comprehensive education initiatives to foster job competency and instill a sense of loyalty. To nurture Hanwha's potential future CEOs, we sponsor EMBA programs for team leaders and offer our executives the Advanced Management Program (AMP), sourced from the world's premier executive education courses. Our Global Talent Program encourages employees with potential and interests in global business by providing relevant education and opportunities to work overseas. Through our Regional Specialist Program, we send associates and junior managers abroad to gain international business experience.

Creating a flexible and healthy organization

Hanwha's companywide work-life balance policies are designed to improve the quality of life for our employees. Our corporate culture fosters flexibility through initiatives such as varying work types and flexible scheduling, one-month sabbaticals upon promotion, and mandatory one-month paternity leave for new fathers within three months of childbirth. We also provide educational leave and support for career development. In addition, each affiliate operates a differentiated benefits system tailored to the unique needs of each business. We also work to gain community trust by promoting safety as part of our corporate culture. We actively work to prevent accidents by requiring everyone to follow a strict set of rules and policies and to observe leading industry indicators for occupational safety. Along with regular inspections and education, we strictly manage training programs to respond to emergencies and establish a culture of safety.

Respecting human

Hanwha actively sup
rights policies at home
ten principles of the U
diversity, we do not di
race, nationality, place
sexual and workplace h
of human rights, we pr
to all employees and re
impact assessments to
advance. We introduce
workplace grievances,
counseling and preven
Hanwha Solutions
and Hanwha Aeros
Handling Center. Our f
maternity benefits and
certification to create

Hanwha's Talent Management Programs and Achievements

Hanwha Group

One month sabbaticals, paternity leave, career development leave

Hanwha Life

Human rights education based on human rights policies, human rights impact assessments, establishing basic safety and health policies for employees

Hanwha Aerospace

Fostering a positive organizational culture (townhall meetings, workshops for organizational change, etc.), talent acquisition and retention (credit-based internships, the OJT academy, etc.), systematic talent development (establishing thematic programs for leadership, global, and job-specific competencies)

Hanwha Asset Management

Selected in 2021 by the Ministry of Employment and Labor as one of South Korea's best companies in job creation and job quality improvement

Hanwha Engine

Supporting group homes for children and families in crisis, providing assistance for child development accounts (CDA)

Hanwha Corporation E&C Division

Certified as a family-friendly company, hosted a self-driven fostering program, opened an in-house mental health counseling center

Hanwha Solutions Qcells Division

Improving work opportunities and creating jobs

Hanwha Aerospace

Implementing a system to prevent workplace and sexual harassment

Hanwha Solutions Chemical Division

Certified by Great Place to Work Korea as a good company to work for, women-friendly company, HR hotline

Hanwha Systems

Selected in 2021 and 2023 by t
of Employment and Labo
of South Korea's best comp
job creation and job qu
improvement

Hanwha A

Certified as a
operation of an op
overseas corp

Shared Growth Management

Our philosophy of "Going Further Together" and our spirit of trust and loyalty also extends to companies. Through our collaborations, we seek to ensure mutual growth rather than compet and medium-sized business partners, we encourage best practices in management and help fo environments. We also offer support through a variety of programs for employee rights and th environments of partner employees as we build a sustainable foundation for the entire supply

Commitment to fair trade and shared growth

Since 2009, Hanwha has fostered collaborative partnerships with over 1,500 small-and medium-sized enterprises. With our shared growth and fair trade agreements, we empower these businesses by strengthening core competencies, promoting mutual growth, and offering guidance to engage in fair trade practices.

Supporting partners' management through co-prosperity funds

We created an annual co-prosperity fund of USD 175 million and earmarked a private equity fund of USD 175 million for these mutually beneficial partnerships. The funds allow partner companies to obtain low-interest-rate loans. We also support business partners' stable financial operations by increasing cash payments, making early payments for traditional holidays and offering performance sharing programs to selected affiliates.

Building winning partnerships

In our frequent work with partner companies, we have put our "Going Further Together" belief into practice by engaging in joint businesses, exchanging technology, sharing information and offering exemptions from performance guarantees. We are increasing industry-specific programs to help partners become more competitive as they expand domestic and international sales networks. We also support their management innovations and equipment purchases while assisting them in best practices for safety, process, environment and quality controls. In addition, each affiliate holds regular meetings for partners to enhance mutual trust through close communications.

Improv sustain

Hanwl sustaina chains b sustaina Through related to assist ESG ma support manage acciden being. A program employ

Hanwha's Shared Growth Management Activities

Hanwha Solutions Chemical Division

Partner ESG evaluation program, Open Source initiative

Hanwha Corporation E&C Division

Cooperative programs for shared growth, performance sharing program, support for health, safety, and ESG management consulting, rating of "Excellent" in the Win-Win Growth Index awarded by the Korea Commission for Corporate Partnership (2022), rating of "Excellent" in the Fair Trade Implementation Assessment organized by the Fair Trade Commission (2023)

Hanwha Aerospace

"Excellent" rating on the Win-Win Growth Index for more than 10 consecutive years awarded by the Korean Commission for Corporate Partnership, support for partner ESG evaluation and consulting, operation of productivity improvement support programs, implementation of a dual structure improvement project, support for overseas corporate training for outstanding partners, operation of both the $45.76 million Shared Growth Fund and additional financial support programs, technology protection support

Hanwha Systems

Selected as a Caring Company 2.0 by South Korea's Ministry of SMEs and Startups

Hanwha Life

Program to strengthen partner employee competencies, compliance program

Hanwha TotalEnergies Petrochemical

Process Safety Management (PSM) P-grade, support for partner company facility improvement and maintenance, Seosan Table Day event, support for improving partner company safety management capabilities, subcontract payment fully in cash and 100% payment within the deadline

Hanwha Galleria

Paid employee leave for illness and COVID-19 vaccination, financial support for business partners, support for SME market development, compliance program

Hanwha E

Implementing safet
initiatives under our "
Together" philosophy
cross-business coll
providing quality c
training for our

Customer-Centered Management

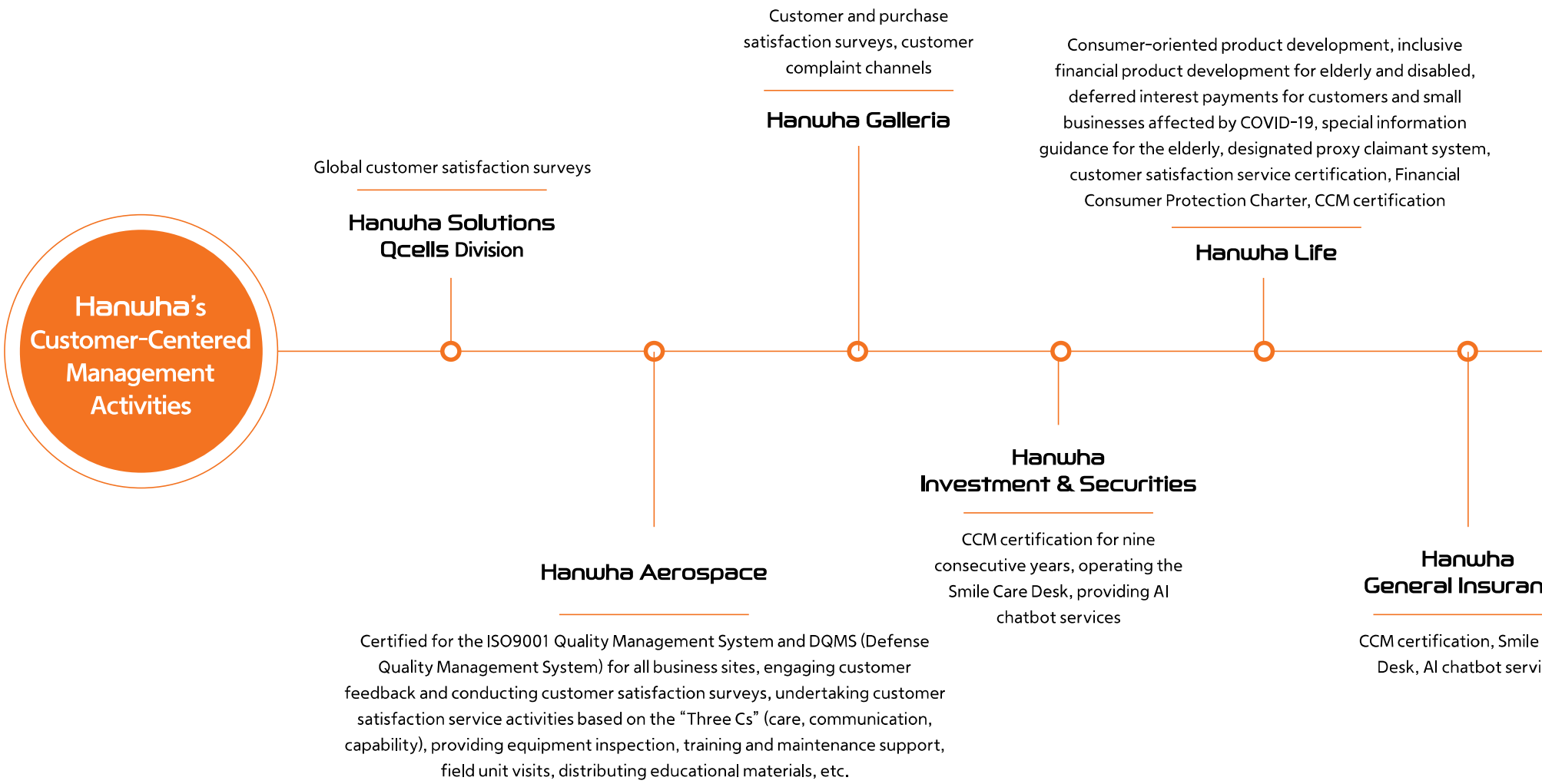
At Hanwha, our customers are at the heart of everything we do. We are committed to their growth by consistently delivering value. Through every stage of our business—from planning promotion and provision of products and services—we prioritize building enduring relationship to be the company customers trust most by delivering high-quality products and services, incl products, protecting consumer rights and interests, and supporting underserved communities to information or financial services.

Protecting consumer rights

Using our well-planned system tailored to the characteristics of each business, we actively protect consumer rights and interests. Hanwha Life performs a consumer impact assessment to verify whether the development or sale of a product is likely to infringe on consumer rights. The company also enacted a Financial Consumer Protection Charter and set up related principles. All employees and financial planners make online pledges to conform to the charter, affirming their resolve to offer products and services while protecting consumer rights. Hanwha Investment & Securities continues to improve consumer protections by refunding sales commissions when a product is canceled owing to a simple change of mind and guaranteeing a complete return for any misleading sales. By building an excellent system to protect consumer personal and financial information, the company earned the Information Security Management System (ISMS) certification from the Financial Security Institute in 2018. In recognition of those efforts, Hanwha Life, Hanwha General Insurance and Hanwha Investment & Securities also obtained the Consumer-Centered Management (CCM) certification from the Fair Trade Commission and the Korea Consumer Agency.

Supporting accessible financial services

Hanwha's financial affiliates provide a range of su centered management. Hanwha Life offers easil who have difficulty receiving services, such as a pho and priority connection service for the elderly. In ad for the disabled, Hanwha General Insurance service, with dedicated staff along with a call bell at disabled customers may receive financial services wi We developed a mobile insurance claim guidebook f digital services. Our Service Idea Contest for the Dig propose ideas that we may select to develop more c services.


Hanwha's Customer-Centered Management Activities
Global customer satisfaction surveys
Hanwha Solutions Qcells Division
Hanwha Aerospace
Certified for the ISO9001 Quality Management System and DQMS (Defense Quality Management System) for all business sites, engaging customer feedback and conducting customer satisfaction surveys, undertaking customer satisfaction service activities based on the "Three Cs" (care, communication, capability), providing equipment inspection, training and maintenance support, field unit visits, distributing educational materials, etc.
Customer and purchase satisfaction surveys, customer complaint channels
Hanwha Galleria
Hanwha Investment & Securities
CCM certification for nine consecutive years, operating the Smile Care Desk, providing AI chatbot services
Consumer-oriented product development, inclusive financial product development for elderly and disabled, deferred interest payments for customers and small businesses affected by COVID-19, special information guidance for the elderly, designated proxy claimant system, customer satisfaction service certification, Financial Consumer Protection Charter, CCM certification
Hanwha Life
Hanwha General Insuran
CCM certification, Smile
Desk, AI chatbot servi

Social Contribution

In keeping with our founding philosophy of fostering social growth and prosperity, as well as Hanwha spirit of trust and loyalty, we cooperate closely with the communities where we w our social contribution philosophy of "Going Further Together," we strive to fulfill our social r as a global corporate citizen. To create shared value with individuals and communities, we ut technologies and resources in various social contribution activities, including talent developr the arts, donations, and volunteer work.

Talent Development

Hanwha Science Challenge

Since 2011, we have sponsored Hanwha Science Challenge, South Korea's largest high school science competition, which is aimed at discovering and nurturing outstanding students in science. This event gives young students opportunities to explore their scientific quests. It represents the dream stage of embracing challenges and inspires future science prizewinners. High school students and teachers with interest and talent in science may participate as a team. With the theme of Saving the Earth and envisioning a sustainable tomorrow, we encourage students to explore and understand the science behind global environmental issues, such as sustainable energy, disease, famine, climate change and water shortages. Finalists receive special benefits, such as exemption from credential screening when applying for a job at Hanwha Group. Winners of each year's challenge are awarded top national scholarships and the opportunity to take overseas trips to leading engineering colleges, scientific institutions or Hanwha's global business sites to gain new perspectives on the subjects they are studying.

Hanwha-KAIST Science Outreach Program

In 2016, we began hosting the Hanwha-KAIST Science Outreach Program, a science education program for middle school students who have a special gift in science. Through this program we help support and advance young students' skills and ambition in science and engineering. KAIST students serve as mentors and provide online and offline science, math, coding and software classes for first two grades of middle school in Daejeon, South Korea. We also operate field programs, such as cultural experiences and business site visits so students can broaden their experiences. Mentors provide not only academic help to students, but also emotional support for growing together.

Hanwha-KAIST Pebble of the Universe

Pebble of the Universe is a special education prograr middle school students jointly developed by the Ha at the Korea Advanced Institute of Science and Tech of Aerospace Engineering. The program is designed space science through its experiential curriculum tha specialized knowledge about space and cultivate th under the guidance of dedicated KAIST professors a spans six months and includes lectures from renown collaborative team projects, and project workshops. the program receive a certificate signed by the pres additionally have the opportunity to take classes at participate in one-on-one career consulting with exp scientific facilities abroad. These experiences are de imagination in the realm of space.

Hanwha Global Talent Development Program

Our financial affiliates run programs to nurture the next generation of global talent, providing opportunities to grow as promising future entrepreneurs. Every year, our Global Internship Program equips university students from around the world with a variety of financial practices and project experience, expanding our worldwide talent network. In addition, our Global Mentorship Camp supports networking and professional development by facilitating connections with top industry mentors. LIFEPLUS NY, held in New York City, is a networking and mentoring conference for students and leaders in the finance and technology sectors who are active internationally. Through our entrepreneurial support programs and other such efforts, Hanwha aims to foster future talent and create a broad industry ecosystem.

Hanwha Life DREAMPLUS

Hanwha Life's DREAMPLUS program is an open i
future entrepreneurs and revitalizes the startup eco
values of connection, sharing, and collaboration. We
solutions from the stages of business establishment
expansion through the startup life cycle. In addition
workspace for early-stage startups, we operate a va
to different spaces aimed at fostering talent, includi
and DREAMPLUS Yeoksam, as well as our open innov
Gangnam. By collaborating with various partners, we
establishing new businesses and finding partnership

Culture and Arts

Orchestra Festival with Hanwha

As a firm supporter of arts and culture, Hanwha has been the sole sponsor of the annual Orchestra Festival since 2000 in partnership with the Seoul Arts Center. We provide performance opportunities to local symphony orchestras, senior classical musicians and next-generation prospects, and support classical music for public audiences to enjoy. Our sponsorship for over 20 years helped the Orchestra Festival become South Korea's largest classical music event and one of most recognized corporate-sponsored arts programs.

Seoul International Fireworks Festival with Hanwha

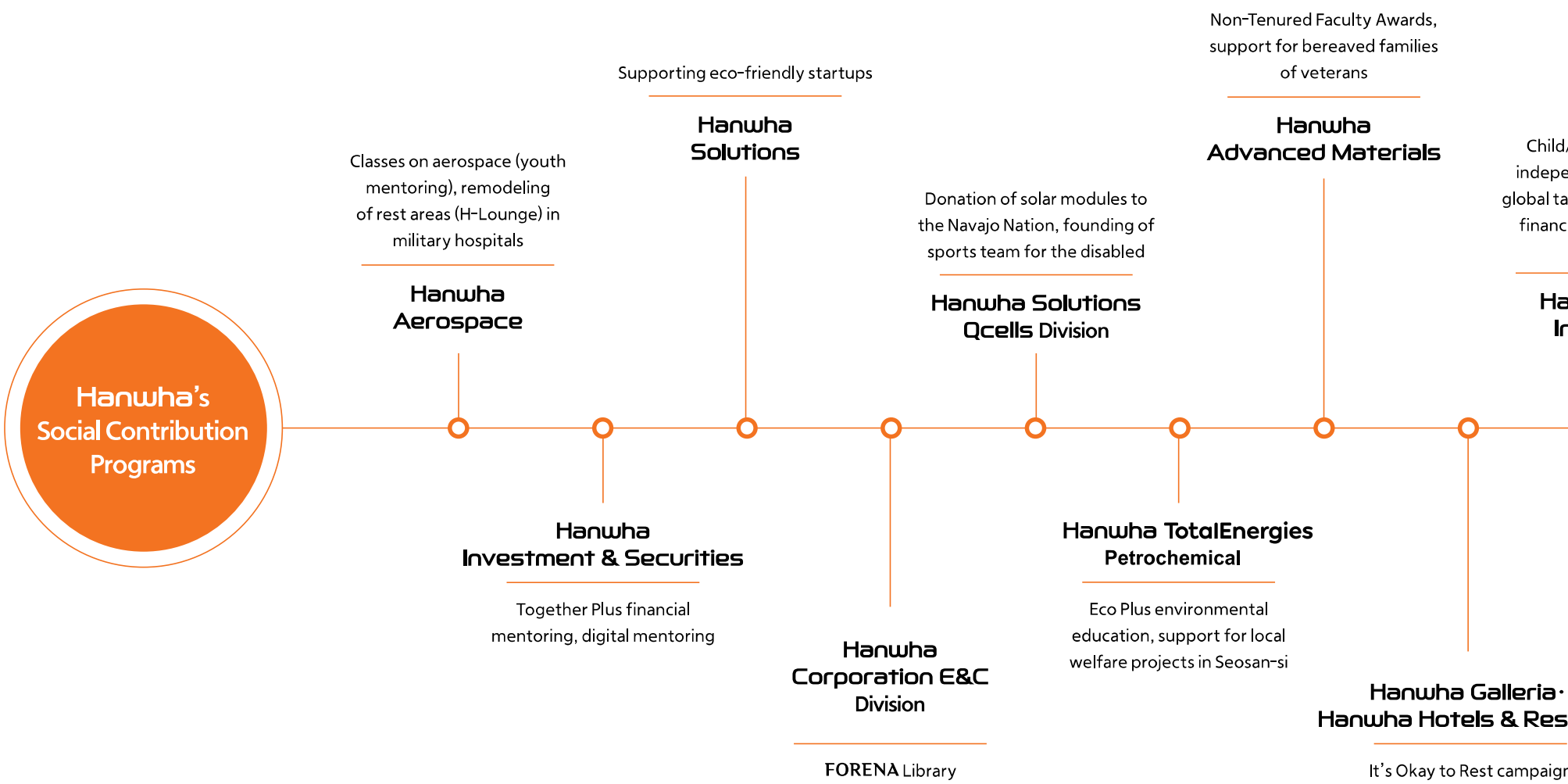
Since 2000, we've sponsored the Seoul International Fireworks Festival each fall. With the slogan "Sharing Hope through Fireworks," this has become a flagship Seoul cultural festival featuring a thrilling spectacle of light and energy, including the fireworks, cultural performances and experiential events. Every autumn, we host the event with the world's leading fireworks technology companies. Since its debut, the festival has wowed over a million spectators, providing unforgettable memories for families and friends. Each year, Hanwha colleagues volunteer to help make the festival a safe and orderly event.

Hanwha Classic

Our Hanwha Classic has performed classical music s
and hosted the annual music festival to provide qualit
Koreans. In planning the program, we focus on invitin
specialize in classical music to present unique perform
baroque music specialists from all over the world, inclu
Netherlands, France and the UK, to deliver their in-dep
with high-quality performances and audience-friendl

Hanwha Youth Orchestra

Since 2014, we have operated the Hanwha Youth O
program in Chungcheong Province to help young peo
education and to bridge cultural gaps among regions.
about 30 members of string and wind ensembles, and
such as musical instrument education, attending mus
and hosting regular concerts. Besides building cooper
peers in the ensembles, we also help the youngsters d
musical skills to an audience and experience a sense o
provides comprehensive personality and musical edu


Hanwha's Social Contribution Programs
Classes on aerospace (youth mentoring), remodeling of rest areas (H-Lounge) in military hospitals
Hanwha Aerospace
Hanwha Investment & Securities
Together Plus financial mentoring, digital mentoring
Supporting eco-friendly startups
Hanwha Solutions
Hanwha Corporation E&C Division
FORENA Library
Donation of solar modules to the Navajo Nation, founding of sports team for the disabled
Hanwha Solutions Qcells Division
Hanwha TotalEnergies Petrochemical
Eco Plus environmental education, support for local welfare projects in Seosan-si
Non-Tenured Faculty Awards, support for bereaved families of veterans
Hanwha Advanced Materials
Hanwha Galleria· Hanwha Hotels & Res
It's Okay to Rest campaign

GOVERNANCE

We pursue systemic procedural fairness

At Hanwha we believe that governance is the driving force for ESG
building a system to ensure procedural fairness for sound governanc
for stakeholders, including employees and shareholders, our organiz
in three areas: transparent management, shareholder-friendly mana
compliance management. By ensuring fairness, transparency and inc
establish a more systematic and sustainable governance structure.

Transparent Management

Shareholder-Friendly Management

Transparent Management

To practice transparent management, the Board of Directors, the company's highest decisio
should be appointed in a balanced manner and its professional role should be defined in adv
affiliates organize their boards in ways appropriate to their respective business areas so direc
effective decisions and solve problems in a creative manner supported by independence an
also transparent in disclosing our operating policies to stakeholders.

Board Autonomy

As the company's highest decision-making body, the Board of Directors must be independent from senior management and controlling shareholders. All Hanwha's listed companies ensure board autonomy by appointing outside directors, who comprise a majority of each respective board. Outside directors are selected as candidates by the board through recommendations from the Executive Candidate Recommendation Committee or the Outside Director Candidate Recommendation Committee, and finally they are appointed through a resolution at the General Meeting of Shareholders. For fair operation, Hanwha's policy prohibits the tenure of any outside director from exceeding six years, and no one from a Hanwha affiliate can serve as an outside director. Hanwha Energy, even though it is not a listed company, is enhancing governance transparency by ensuring that two members of its five–member board are outside directors.

Board of Directors diversity and expertise

Hanwha is strengthening the diversity and expertise of its Board of Directors by appointing outside directors with expertise and experience in specific fields. As an eco-friendly energy company with a global mindset, Hanwha Solutions operates a multinational board that has become more diverse with the addition of outside directors from overseas. Likewise, Hanwha Solutions and the Group's other six subsidiaries—Hanwha Corporation, Hanwha Aerospace, Hanwha Solutions, Hanwha Life, Hanwha Investment & Securities, and Hanhwa Engine—have achieved greater gender balance on their boards in recent years by choosing women to serve as outside directors. During their first two years, all board members undergo a comprehensive assessment of their performance and expertise. The results determine their eligibility for reappointment.

Corporate Governa

Our nine listed compar
Corporation, Hanu
Hanwha Solutions
General Insuranc
& Securities, Han
Ocean, and Hanwh
Corporate Governance
strengthens competiti
governance system wi
fairness, transparency,
charters specify the au
of the Board of Directo
ensure sound governa
stakeholder rights, incl
customers, partners, e
also set out principles
international corporat
posted on each compa

Shareholder-Friendly Management

To ensure financial and social sustainability, we prioritize active communications with shareh
system to protect shareholder rights. Shareholder communications includes listening to all o
channels. We also promote shareholder participation in management so we can jointly deter
direction and create a more stable and fair corporate management system.

Strengthening shareholder communications

Hanwha's businesses actively communicate with shareholders as we transparently disclose corporate activities and achievements through offline and online channels, such as regular & special IR, Q&A sessions, conference calls, site homepages, social media, and more. Hanwha Corporation, Hanwha Aerospace, Hanwha Systems, Hanwha Solutions, Hanwha Life, Hanwha Ocean, and Hanwha Engine host non-deal roadshows (NDRs), where they announce quarterly results. Through these events, Hanwha transparently discloses corporate activities and performance indicators, regularly providing communications about the company's performance and investor interests and needs. We also make efforts to ensure transparency in corporate management and earn shareholder trust by disclosing management information. Beyond complying with legally required disclosures, we voluntarily disclose important issues that may have a significant impact on stakeholder decision-making, including for shareholders. Our listed companies publish sustainability reports every year to transparently disclose ESG management activities and company performance to our stakeholders.

Increasing shareholder participation in mana

Using various channels, Hanwha supports shareho
their rights in more convenient ways at shareholder
listed companies introduced an electronic voting sys
to exercise voting rights online without needing to a
Hanwha Corporation, Hanwha Solutions,
operate a written voting system that allows shareho
written ballots mailed to them from the companies.
shareholder rights and makes it more convenient fo
management.

Communications channels for Hanwha listed company shareholders

- Conference calls
- Online channels, such as YouTube, blogs, company homepages
- IR meetings, NDR*, corporate presentations

* Non-Deal Roadshow

Hanwha Corporatio
Hanwha Systems, H
Hanwha Life, Hanwh
Hanwha Investmen
Hanwha Ocean, Han

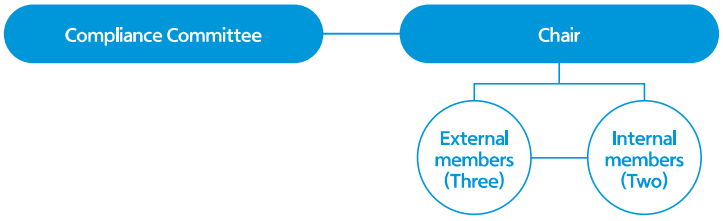
Ethics & Compliance Management

Hanwha upholds high standards of ethical conduct and has robust systems and procedures in p compliance. To fully internalize our ethics & compliance management, we operate a compliance the Group and affiliates. We are focused on obtaining certifications for international standards to a more objective and systematic manner, including compliance management systems and anti-b systems.

Internalizing ethics

Overseen by the Compliance Committee, Hanwha is working to internalize ethics in all employees so everyday work and life reflects ethics & compliance management. Launched in 2018, the Hanwha Compliance Committee promotes compliance management in all affiliates by establishing a groupwide policy, monitoring affiliate activities and offering advice and support on relevant issues. The Committee produces guidelines for employees for voluntary compliance with the rules and regulations and develops education programs to improve understanding about compliance. In addition, the Committee supports compliance teams in each affiliate in order to encourage spontaneous ethics & compliance management.

Hanwha Compliance Committee



Pursuing global compliance standards

Hanwha's affiliates are committed to upholding in standards. As a result, our affiliates continue to obta certifications that recognize the level of our compli In 2021, Hanwha Aerospace was the first in So to obtain the certification of compliance manageme Hanwha Solutions, Hanwha Aerospace, Hanwha Ocean obtained both the compliance m 37301) certification as well as the anti-bribery mana certification.** In 2021, Hanwha Aerospace w of the top five companies worldwide by Transparen Companies Index on Anti-Corruption and Corporate anti-corruption policies in 134 of the world's largest Aerospace received a B grade and was ranked in companies evaluated.

* Compliance Management Systems (ISO 37301) certification: awarded after an assessment that a company's compliance effectively and in line with global standards.

** Anti-Bribery Management Systems (ISO 37001) certification: to companies with in-house systems to prevent corruption, su and rebates.

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